

Software Systems Specialist I

Essential Task Rating Results

1	Provide technical expertise, advice, and guidance to staff and customers regarding roles in systems support for information technology systems.
2	Mentor staff in the use of software products, tools, and procedures to ensure that they understand the departmental standards, using group or one-on-one instruction.
3	Inform staff, management, and customers on hardware/software system changes (e.g., new releases, new features, new products, existing problems, etc.) and the impact on applications/projects.
4	Consult with customers to inform them of services provided by systems software teams, answer questions/inquiries regarding connectivity with the department's systems, facilitate data exchange, etc. using business requirements, documentation, etc.
5	Serve as liaison with vendors to report, troubleshoot, and resolve hardware/software problems using maintenance contracts, documentation, vendor supplied problem management systems.
6	Provide technical assistance to customers in the installation, configuration, maintenance and operation of information technology systems within area of expertise.
7	Consult with staff to evaluate interface between hardware and software, develop specifications and performance requirements, and resolve customer problems.
8	Consult with customers or other departments on project statuses and technical issues.
9	Design technical solutions to support business functions using business requirements, system requirements, and system specifications.
10	Test hardware/software systems (e.g., new releases, new features, new products, patches/fixes, etc.) to ensure functionality using test scenarios, test plans, vendor supplied tools, and documentation.
11	Install hardware/software systems (e.g., new releases, new features, new products, patches/fixes, etc.) to meet department requirements, using vendor-supplied tools, and documentation.
12	Create standards, processes, and procedures that departmental technical staff follow using vendor documentation, application requirements, departmental standards, and industry best practices.
13	Assist in the analysis and configuration of system hardware/software components in accordance with security requirements and with industry best practices.
14	Configure and utilize the reporting components of various tools.

15	Automate the installation of software products using appropriate tools such as scripts, macros, programs, etc.
16	Plan system architecture to incorporate security in order to maintain system security based on the best practices of information security.
17	Plan system architecture for system capacity, availability, and performance.
18	Review, improve, and update standards, processes, and procedures that departmental technical staff follow using vendor documentation, application requirements, departmental standards, and industry best practices.
19	Write programs, scripts, JCL, macros etc. to create repeatable processes such as automating maintenance tasks, monitoring system functions, and creating performance alerts following the Systems Development Life Cycle (SDLC).
20	Modify existing software configuration to correct errors, adapt it to new hardware, or upgrade interfaces and improve performance.
21	Configure user access controls to maintain system security and ensure compliance with security and/or stakeholder requirements.
22	Monitor user access controls to maintain system security and ensure compliance with security and/or stakeholder requirements.
23	Monitor system utilization to determine capacity needs and develop plans to meet future needs using business requirements, documentation, tools supplied by the vendor, and/or trend analysis.
24	Adjust system parameters or configurations to meet performance and availability requirements.
25	Monitor functioning of systems to ensure compliance within expected performance requirements.
26	Monitor and document changes to systems hardware and/or software to maintain current configuration documentation and ensure compliance with change control policies.
27	Research errors in products (“bugs”) using knowledge bases, technical documentation to identify and correct issues.
28	Apply fixes in products (“bugs”) using knowledge bases, technical documentation to identify and correct issues.
29	Validate vendor product licenses to ensure legitimacy and currency.
30	Identify and diagnose malfunctions of systems using available diagnostic tools to ensure the software performs to the system specifications.
31	Backup and recover IT systems to ensure system availability, disaster and operational recovery, using documentation, tools, in accordance with best practices.
32	Define backup and recovery procedures to ensure system availability, disaster and operational recovery, using documentation, tools, in accordance with best practices.

33	Assist in the development of disaster and operational recovery plans and procedures by providing input to ensure business continuity.
34	Test and validate disaster and operational recovery plans to verify functionality and identify gaps.
35	Research hardware/software system releases, features, products, knowledge base, patches/fixes, etc. to make recommendations that satisfy business requirements, security requirements and architectural standards.
36	Write technical documentation to meet operational requirements, business requirements and ensure consistency in accordance with business requirements.
37	Determine and define system requirements in collaboration with customers to improve information technology processes.
38	Analyze and prioritize problems to solve them effectively in a timely manner to ensure business requirements are met.
39	Identify problems or issues that impact the progress of work projects or assignments (such as time constraints, resource limitations, scheduling conflicts).
40	Analyze and evaluate problems or issues related to the progress and completion of work projects or assignments to determine impact, assesses alternatives for resolution, and/or formulate action plans.
41	Implement specific action plans to resolve problems impacting the progress of work projects or assignments.
42	Collect and analyze system resource utilization and performance metrics using data analysis and reporting tools to provide historical and exception reports for problem identification and resolution, capacity planning, or system improvement.
43	Collaborate with stakeholders on information technology systems, projects, and assignments.
44	Communicate with vendors regarding their products to gather information and solve system/product issues.
45	Report the status of system projects, maintenance efforts, change control items, or problem resolutions to stakeholders.
46	Meet with project leaders regarding workload schedules, priorities, and resources in order to coordinate activities and meet schedule requirements in accordance with project lifecycle.